

**PREPARED FOR**

Town Of Whitestown

**PREPARED BY**

Dude Solutions, Inc.

**PUBLISHED ON**

March 29, 2017

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Nathan Messer  
Parks and Recreation Director  
Town Of Whitestown  
P.O. Box 325  
Whitestown, IN 46075-0325

Dear Nathan,

Thank you for your interest in our affordable suite of powerful, easy-to-use online tools and services that allow you to save money, increase efficiency, and improve services. We are dedicated to providing best in class solutions with top notch support and training. Our additional services are designed to help you maximize the value of your investment.

Item	Term	Pricing Based On	Investment
Mobile311 - up to 3 divisions	7 months	2,867 Population	\$1,490.00
Mobile311 - up to 3 divisions QuickStart	One-Time	2,867 Population	\$990.00
M311 Consulting Services	One-Time	3 days	\$7,500.00
ConnectGIS	7 months	2,867 Population	\$1,447.50
ConnectGIS QuickStart	One-Time	2,867 Population	\$725.00
FacilitySchedule	7 months	2,000 Sq. Ft.	\$735.00
FacilitySchedule QuickStart	One-Time	2,000 Sq. Ft.	\$830.00
Facility Event Scheduler	7 months	0 N/A	\$0.00
Community Event Scheduler	7 months	0 N/A	\$0.00
<b>Investment:</b>			<b>\$13,717.50 USD</b>
Pricing for the first renewal term is \$7,345.00			

# Quick Start

**Online support and training is standard with each subscription and includes:**

QuickStart is our product implementation service to accelerate time to value. A Dude Client Advisor provides the guidance you need to ensure a smooth transition and boost user adoption. This service includes goal setting, timeline planning, and online training sessions.

## Support

- A live representative is happy to help Monday to Friday, excluding holidays, 8am - 6pm ET. After hours inquiries will be responded to the next business day.
- Send us an email – we answer 99% of our support emails within 1 hour.
- Reach us instantly through our software with live chat!
- Best practices webinars and podcasts which share new trends, popular reports, and tips.
- Training review webcasts are a great resource for clients who need a refresher after their initial training , or for new employees that could benefit from a training session.



## Dude University

We are committed to helping you build your knowledge, network and skills – and [University 2017](https://dudesolutions.com/university) (<https://dudesolutions.com/university>) is the best training and professional development for operations management professionals. Join us for 3 days of intensive training where you can:

- Build a strategic vision for your department and ensure goals align with the mission and vision of your organization.
- Save your organization time and money by investing in the training you need to keep your operations excellent and highly efficient.
- Learn how your peers are successfully overcoming similar challenges so you can be a leader of positive change.
- Receive hands on training and 1on1 guidance from our Client Success experts.

Your registration also includes all of the following conference benefits and offerings, however you must book a hotel room independently as it is not included in this price.

- Industry specific professional development and leadership workshops
- Beginner and advanced solution training classes
- Peer-led best practices roundtables and panel discussions
- Hands-on solution training
- Sunday Opening General Session & Motivational Keynote Speaker
- Sunday Welcome Reception & Concert
- Monday Affinity Breakfast & Conference Overview
- Monday & Tuesday Networking lunches
- Tuesday Client Appreciation Dinner
- [Facilities & Experiential Tours](https://facilitydude.com/images/uploads/resources/2017_Save_the_Date_1.pdf) ([https://facilitydude.com/images/uploads/resources/2017\\_Save\\_the\\_Date\\_1.pdf](https://facilitydude.com/images/uploads/resources/2017_Save_the_Date_1.pdf))

Tuition Only Registration \$795.00 (valid until April 14th, 2017) If University Tuition is not on this proposal, contact your sales rep to add it.

### **Policies:**

#### **Payment**

- Registration fees must be paid in full before April 14, 2017.
- Written cancellations received by [university@dudesolutions.com](mailto:university@dudesolutions.com) (<mailto:university@dudesolutions.com>) before April 14, 2017 receive a full refund. No refunds are issued after this date.
- Conference attendee substitutions will be accepted through April 14, 2017.

#### **Special Terms for ConnectGIS:**

- ConnectGIS account setup includes GIS data imports. Files must be provided in a GIS format. Initial data will be loaded within 10 business days of confirmed receipt. Updates to data will be loaded within two business days of confirmed receipt.

- With ConnectGIS, we provide hosting services utilizing ESRI ArcGIS server and the connection to the ConnectGIS portal to provide GIS data over the internet. You can post data twice per month. of Data Storage is included.

**Special Terms for Mobile311**

- Mobile311 account set up includes pre-population of forms. Files must be provided in electronic format (pdf,excel,.csv)

# Terms of Service:

- Proposal has been prepared for Town Of Whitestown
- Proposal expires in 60 days
- Initial Term: 7 months
- Payment: Terms are net 30 days
- Automatic invoicing of annual fee will occur at the end of each term unless request for non-renewal is received in writing 30 days prior to renewal date.
- Applicable sales taxes are in addition to the quoted price. If your organization is tax exempt, please email a copy of your Tax Exemption Certificate to [accounting@dudesolutions.com](mailto:accounting@dudesolutions.com) (<mailto:accounting@dudesolutions.com>).
- Please address purchase order to: Dude Solutions, 11000 Regency Parkway, Suite 110, Cary, NC 27518
- Service dates are scheduled Monday-Friday
- If a service day is rescheduled or cancelled by Town Of Whitestown, then Town Of Whitestown is responsible for any cancellation fees incurred by rescheduling or cancelling travel and living fees.
- Onsite service days rescheduled less than 2 weeks before the scheduled delivery date will incur cancellation fees.
- Services will be scheduled upon written acceptance of the terms and conditions working of this proposal.
- We must allow 2 weeks of lead time from the purchase date for booking service for travel and living purposes.
- Dude Solutions, Inc. maintains the necessary liability coverage for their products and services. Proof of insurance can be provided upon request.
- If within 60 days of order you are not completely satisfied, you can cancel your service for a full refund of subscription fees.
- Pricing is based upon Dude Solutions, Inc. [standard online subscription agreement](http://dudesolutions.com/terms) (<http://dudesolutions.com/terms>)
- Although the terms of this document control, all other conditions of use can be found at: <http://dudesolutions.com/terms> (<http://dudesolutions.com/terms>)

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## Signature

Presented to:

Q-06038

March 29, 2017, 4:15:45 PM

Accepted by:

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**Printed Name**

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**Signed Name**

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**Title**

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**Date**